

Health Resources and Services Administration
SUPPORTING STATEMENT
Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) Developing
Strategies to Facilitate Cross-Model Collaboration and Data Sharing – Customer
Satisfaction Survey Forms

A. Justification

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of qualitative voluntary customer satisfaction surveys under HRSA's generic clearance.

The Maternal and Child Health Bureau's Division of Home Visiting and Early Childhood Systems (DHVECS) conducts numerous oversight, technical assistance (TA) and data-related research activities to support Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) outcomes and increase the availability of evidence-based home visiting nationally. In order to assess MIECHV model developer satisfaction with the one-on-one technical support, HRSA is proposing to implement customer satisfaction surveys. Federal program staff and contractors for the MIECHV-funded *Developing Strategies to Facilitate Cross-Model Collaboration and Data Sharing* project plan to use the information from these surveys to assess end user satisfaction and provide recommendations for the support offered and for improvement in service. The MIECHV Program is authorized under the Bipartisan Budget Act of 2018 through fiscal year 2022.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objectives of this data collection request is to assess MIECHV awardee satisfaction with the conduct of the on-site compliance review process. The contractor and HRSA shall use the feedback to improve the site visit process and determine if the needs awardees are being met.

2. Purpose and Use of the Information

The purpose of this information collection request is to assess model developer satisfaction with the conduct of the MIECHV research contractors technical support. The overall purpose of the satisfaction surveys is to collect immediate feedback from participating model developers on

their experiences of the technical support offered and collect recommendations for improvement. The contractor will protect the integrity of the data collected, provide opportunities for honest feedback, and maintain the confidentiality of survey participants. Data analysis for the tool will include basic descriptive statistics and qualitative analysis of responses.

This information collection request contains three types of customer feedback and satisfaction survey:

- Data Science Training Survey (see Attachment A)
- Resource Guide Survey (see Attachment B)
- List of Analytic Experts Survey (see Attachment C)

The surveys will be implemented quarterly. The survey will be provided to all model developer and community of practice participants who participated in the activity. Completion of the survey is voluntary.

Feedback contained in the surveys will be summarized and used by federal staff and contractors to identify overall strengths and weaknesses of the support offered. By collecting this information, HRSA is better able to assess the performance of contractor personnel and promote accountability to high-quality performance by contractors. Feedback and satisfaction data will also be used to inform a continuous quality improvement framework to refine the MIECHV Cross-Model Collaboration and Data Sharing project.

3. Use of Improved Information Technology

In general, HRSA plans to use electronic web-based forms on REDCap, to collect the feedback from the awardees. The use of an electronic form will reduce reporting burden and ease data collection and analysis. HRSA estimates that 100% of survey responses will be collected electronically.

4. Efforts to Avoid Duplication

This information is not available through any other source and is not currently being collected. The proposed information collection is specific to MIECHV model developers.

5. Involvement of Small Entities

Proposed data collection includes participants attending MIECHV Model Developer Community of Practice meetings. Generally, participation does not involve small entities, as most participants represent large national organizations. No small businesses will be involved in this proposed information collection. Additionally, completion of the data collection forms is purely voluntary.

6. Consequences if Information Collected Less Frequently

Information will be collected at quarterly intervals to enable the project team to monitor satisfaction with the support offered and any recommendations for improving the service as the project evolves. Less frequent collection of this information will impede HRSA’s ability to utilize feedback and satisfaction data in order to tailor TA activities to model developer preferences. The contracted research team are contractually obligated to conduct, submit, and utilize awardee feedback and satisfaction surveys in order to assess their work and engage in improvement activities.

There are no legal obstacles to reduce the burden.

7. Consistency with the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

The notice required in 5 CFR 1320.8(d) was published in the *Federal Register* on November 13, 2017, (Vol. 82, No.217, pages 52308-52309). No public comments were received.

9. Remuneration of Respondents

No remuneration is sought for this proposed data collection activity.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. No personally identifiable information will be collected as part of this proposed data collection activity.

11. Questions of a Sensitive Nature

No questions of a sensitive nature will be asked as part of this proposed data collection activity.

12. Estimates of Annualized Hour Burden

Respondents:

Respondants include model developer participants attending Community of Practice meetings. HRSA estimates that there will be 9 models with two representative participant for each model with an average time to complete each feedback form of .08 hours. The total burden estimate per respondents is 0.32 hours.

Exhibit 12.A - Annual respondent burden estimates:

Type of	Number of	Responses	Total	Hours per	Total	Wage Rate	Total
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Collection	Respondents	per Respondent	Responses	Response	Burden Hours		Hour Cost
Data Science Training Survey	18	4	72	.08	5.76	\$33.91(\$67.82 accounting for fringe benefits and overhead)	\$390.64
Resource Guide Survey	18	4	72	.08	5.76	\$33.91(\$67.82 accounting for fringe benefits and overhead)	\$390.64
List of Analytic Experts Survey	18	4	72	.08	5.76	\$33.91(\$67.82 accounting for fringe benefits and overhead)	\$390.64
Total	18		216		17.28		\$1,171.93

This information collection request contains three type of customer feedback and satisfaction surveys: the Data Science Training Survey (see Attachment A); the Resource Guide survey (see Attachment B); and the List of Analytic Experts Survey (see Attachment C). The annual burden estimate table summarizes the number of respondents per year per form.

Planned frequency of information collection:

Information will be collected at quarterly intervals.

13. Estimates of Annualized Cost Burden to Respondents

HRSA anticipates the total annualized cost to respondents to be \$1,171.93 (Exhibit 12.A). No capital or start-up costs are associated with this information collection request. The total annualized cost estimate is related to the time for respondents to complete and submit satisfaction surveys. This annualized cost to respondents is based on the average wage of state government employed Social and Community Service Manager from the 2017 Bureau of Labor Statistics report on Wage Estimates (Bureau of Labor Statistics, 2018) multiplied by 2 to account for the costs of fringe benefits and overhead. The wage is then multiplied by the estimated total respondent hours for each form.

14. Estimates of Annualized Cost to the Government

Costs to the federal government fall into the following categories:

- Cost for overseeing contracted research team providers
- Costs of contractual support for survey administration, analysis, and reporting

Exhibit 14.A - Annual Cost to Government Estimates:

Type of Cost	Description of Services	Annual Cost
Oversight of Contractors (Government Program Analyst - 10%)	Federal staff time to oversee contractors who data science training and support	\$ 10,608.50
Cost of Contractual Support	Time and effort for contractors to administer, analyze, and report on satisfaction surveys	\$ 29,876.04

HRSA anticipates the average annual cost for the federal government will include personnel costs for contractual oversight. This will include a federal program analyst at Grade 13 Step 2 (\$50.83 hourly rate) (Office of Planning and Management, 2019) for 208 hours. Additionally, the federal government supports the contractor who administers the technical support feedback satisfaction surveys on behalf of the federal government. HRSA estimates that these activities constitute 4% of total contract costs.

The total cost to the federal government for these activities is \$40,484.54 per year (Exhibit 14.A).

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

Plans for analysis include aggregation and descriptive statistics of survey results in order to summarize feedback on the support offered. The satisfaction survey will be administered by contractors and will be summarized in a report submitted to HRSA.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.

REFERENCES

Bureau of Labor Statistics (2018). May 2017 National Occupational Employment and Wage Estimates, 11-9151 Social and Community Service Managers. Retrieved from <https://www.bls.gov/oes/2017/may/oes119151.htm>

Office of Planning and Management (2019). SALARY TABLE 2019-DCB. Retrieved from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2019/DCB_h.pdf